



Attorney's Docket No. 9259-2

*AF*  
*JPW*  
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Bares et al.

Serial No.: 10/076,963

Filed: February 15, 2002

For: METHODS, SYSTEMS, AND COMPUTER PROGRAM PRODUCTS FOR  
PROVIDING AUTOMATED CUSTOMER SERVICE VIA AN INTELLIGENT  
VIRTUAL AGENT THAT IS TRAINED USING CUSTOMER-AGENT  
CONVERSATIONS

Confirmation No.: 1465

Group Art Unit: 2626

Examiner: Myriam Pierre

Date: July 17, 2006

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**NOTICE OF APPEAL TO THE  
BOARD OF PATENT APPEALS AND INTERFERENCES**

Sir:

Pursuant to 35 USC § 134, 37 CFR § 41.31, and MPEP § 1205, Applicant in the above-identified patent application hereby appeals to the Board of Patent Appeals and Interferences from the Office Action dated April 17, 2006.

☒ A check in the amount of \$500.00 is enclosed for the Appeal fee under 37 C.F.R. § 41.20(b)(1).

☐ Payment by credit card is requested. Form PTO-2038 is attached.

☐ A petition for an extension of time under 37 CFR § 1.136(a) is enclosed.

☐ Also enclosed: \_\_\_\_\_

☒ The Commissioner is authorized to charge any additional fees that may be required or credit any overpayment to Deposit Account No. 50-0220.

Respectfully submitted,

*D. Scott Moore*  
D. Scott Moore  
Registration No. 42,011

USPTO Customer No. 20792  
Myers Bigel Sibley & Sajovec  
Post Office Box 37428  
Raleigh, North Carolina 27627  
Telephone: 919/854-1400  
Facsimile: 919/854-1401

07/19/2006 YPOLITE1 00000047 10076963

01 FC:1401

500.00 OP

**Certificate of Mailing under 37 CFR 1.8**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on July 17, 2006.

*Traci A. Brown*  
\_\_\_\_\_  
Traci A. Brown